



IOWAccess Monthly Status Report

July, 2005

Table of Contents

	<u>Page</u>
Update on the IOWAccess Request for Proposals (RFP Number BD80500S351)	2
Legislatively Mandated e-Commerce Study	2
Recap of July 13, 2005 IOWAccess Advisory Council Meeting Spending Recommendations	4
Information Technology Enterprise – IOWAccess Project Status Report	5
Iowa Interactive – IOWAccess Project Status Report.....	11
Update on Electronic Tax Administration Program	18
e-Government Policy Research Project Update	19
28E Project Update.....	20

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July, 2005 Issues and Updates

Update on the IOWAccess Request for Proposals (RFP Number BD80500S351)

On July 15, 2005, the Purchasing Division of the DAS – General Services Enterprise issued a Notice of Intent to Award the bid to the Iowa Interactive of Des Moines, Iowa, the company with the highest scoring compliant proposal. During bid review process, the RFP scoring committee disqualified Alliance Technologies of Des Moines, Iowa for being non-compliant. The remaining bidders (CTA Inc, Global Reach, and Spindustry Systems) were scored but received fewer points than Iowa Interactive.

On Wednesday, July 20, 2005 the Department of Administrative Services received a Notice of Appeal and Request for Stay of Action from Alliance Technologies. On Friday, July 22, the evaluation team and the Purchasing Agent overseeing this RFP process, Ashley Super, met with the Attorney General's Office to discuss the necessary actions to expedite this appeal. The Information Technology Enterprise support staff will update you on this appeal as circumstances warrant.

RFP Evaluation Team Members

Day, Jim DAS – Finance
Fremont, Darrell DAS - Information Technology Enterprise
Grund, Larry Iowa Department of Public Safety
Hindman, Rick..... Iowa Department of Natural Resources
Murphy, Larry Judicial Branch
Shepherd, Tom DAS - Information Technology Enterprise
Uhrin, Mark..... DAS - Information Technology Enterprise

Legislatively Mandated e-Commerce Study

In House File 776, the 2005 General Assembly mandated the Department of Administrative Services to conduct an e-Commerce study. The study, to be submitted to the legislature by January 20th of next year, is to contain recommendations and proposed legislation to encourage the use of electronic transactions. The legislative language mandating the report is as follows:



“DEPARTMENT OF ADMINISTRATIVE SERVICES ♦ E-COMMERCE STUDY ♦ REPORT. It is the intent of the general assembly to encourage the use of electronic transactions with regard to the state's dealings with the citizens of Iowa and other persons. The Department Of Administrative Services shall develop recommendations, including proposed legislation, to encourage the use of electronic commerce, including the acceptance of credit card payments, with regard to transactions involving the state. The department shall consult with the state treasurer, state entities currently accepting credit card payments, and any other state entities identified as considering the acceptance of credit card payments when developing the recommendations. The department shall deliver a report to the general assembly by January 20, 2006, including any recommendations, proposed legislation, and other related information, including cost information associated with credit card payments.”

Proposed e-Commerce Study Report Outline

- I. Executive Summary
- II. Issues Related to Encouraging the Use of Electronic Transactions
- III. Issues Related to the Acceptance of Credit Card Payments by Governmental Entities
- IV. Recommendations
- V. Proposed Legislation
- VI. Appendixes
 - Appendix 1 - Research obtained from the state treasurer, state entities currently accepting credit card payments, and any other state entities identified as considering the acceptance of credit card payments.
 - Appendix 2 - cost information associated with credit card payments
 - Appendix 3 – Bibliography of Information Sources

The DAS-ITE staff compiling the report will be using the e-Government Policy Research study funded by IOWAccess as well as information from a wide range of State, Federal, and private sources. We are interested in the observations and recommendations of the IOWAccess Advisory Council members and would ask that once the IOWAccess Advisory Council has had an opportunity to review and comment on the report, the Council would approve the inclusion of an endorsement in the final report. The point of contact for this study is:

Tom R. Shepherd - Information Technology Enterprise
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Recap of July 13, 2005 IOWAccess Advisory Council Meeting Spending Recommendations

- Approval of \$12,000.00 for the Iowa Department of Management to fund Phase I planning for Electronic Submission of Local Budgets.
- Approval of \$5,000 to fund Phase I planning for the Iowa Board of Medical Examiners Physician Credentialing Project.
- Approval of two funding requests for the Iowa Ethics and Campaign Disclosure Board. The first approval was in the amount of \$15,000.00 for Phase I planning for the Personal Financial Disclosures electronic filing system. The second approval was in the amount of \$104,553.24 to complete the Miscellaneous Contributions Tracking system.
- Approval of \$108,000.00 for the Department of Commerce - Alcoholic Beverages Division Online Licensing and Excise Tax Payment Application



Information Technology Enterprise – IOWAccess Project Status Report as of June 24, 2005

Department	Project Number	Project Name	Approved	Status	Planning Start	Planning End	Coding Start	Completion / Rollout
Campaign Ethics	IA-007-FY04-Ethics	Miscellaneous Contribution Tracking	11/3/2003 Additional Funding 7/13/05	Execution Phase has been started with the increase in funding approved at the 7/13 meeting. Statement of Work draft is done and in internal review prior to presenting it to the customer.	1/15/2005	6/1/2005		
Campaign Ethics	IA-008-FY04-Ethics	Lobbyist/Client Tracking System	11/3/03	We have recently received word from the customer that we can resume work on this. It will need to be put back into the schedule.	12/1/2004	TBD		
Campaign Ethics		Personal Fin Disclosure - Planning	7/13/05	Planning Phase funding was approved.				



Department	Project Number	Project Name	Approved	Status	Planning Start	Planning End	Coding Start	Completion / Rollout
Inspections and Appeals	IA-004-FY04-DIA	Food Inspections Online	original - 11/3/03 funding increase - 4/19/04 Ph 2 funding - 5/11/05	Ver 1.7 Execution has been completed and system has been enabled for customer testing. Testing has been severely impacted by the transfer of Polk and Jasper County inspection responsibilities to the State. Ph 2 Execution continues, but will encounter similar delays due to overtaxed customer resources.	Phase 2 start 1/31/05	Phase 2 end 5/1/2005	5/16/2005	8/31/2005
Inspections and Appeals	IA-002-FY04-DIA	Targeted Small Business Online	11/3/03	Requirements gathering continues, but pace has slowed due to vacations by customer staff.	5/23/2005			
Inspections and Appeals	IA-003-FY04-DIA	Social Gambling Online	11/3/03	Have completed review of screen mockups and waiting for customer signoff.		2/28/2005		
Department of Education	IA-005-FY04-ED	Online Teacher License Renewal	original 11/3/2003 added funding - 1/12/05	Project has been completed and accepted by customer. An issue with a user being able to cause duplicate charges has been identified and will be fixed.		8/31/2004	9/24/2004	3/31/2005



Department	Project Number	Project Name	Approved	Status	Planning Start	Planning End	Coding Start	Completion / Rollout
Dept. Human Services	IA-010-FY04-DHS	Food Stamps - Web Intake	1/26/04	Customer has to replace project manager. Currently scheduling additional work meetings is at the discretion of the customer.		TBD		
Dept. Human Services	IA-001-FY04-DHS	Child Development Home Registration Renewals	1/26/04	Screen mockups are in progress. Several working meetings are scheduled before a 2 week mid-August hiatus is called by the customer.		TBD	6/13/2005	
Iowa State Univ.		28E Project	4/19/04	Have not received signed Requirements from customer. Sec State has opted to have security/access features implemented that are separate from those implemented for other projects. They are looking at implementing those features internally. Please see page 19 of this report.	11/23/2004			
ISU		E-Government Research Project	6/17/04	Please see page 18 of this report.				



Department	Project Number	Project Name	Approved	Status	Planning Start	Planning End	Coding Start	Completion / Rollout
Department of Revenue	P-025-FY04-DRF ?	Electronic Tax Administration	1/26/04					
Dept. of Public Safety		Criminal History Background Check	6/17/04	Customer has re-engaged but no progress has been made.	8/6/2004	TBD		
DPS		Enterprise E-Mail Subscription Service	9/10/04	Requirements have been signed. Statement of Work has been presented to customer. We are setting up a test server and database to begin implementation.				
Dept of Agriculture		Soil Conservation Grant application - Planning	Planning phase - 9/10/04	In order to facilitate progress, customer has identified a pilot group of 7 counties that will drive requirements and serve as the test group upon implementation of the system.	11/30/2004			
Dept. of Public Safety		Missing Person's Reports On-line - Implementation Phase	Implementation - 5/11/05	Coding continues. Format and method of transfer from DPS to ITE have been defined and are under review.		5/11/2005		



Department	Project Number	Project Name	Approved	Status	Planning Start	Planning End	Coding Start	Completion / Rollout
DNR		Dgtl Camera/Prof Photo Svces for Campsite Photos	9/10/04					
ICN		Interactive State Phone Directory - Planning	11/10/04					
Judicial Branch		Supreme Court Commissions - Planning	Planning phase - 3/9/05	Final draft of Requirements is with customer for review and signature. Screen mockups have been started.	3/14/2005	9/9/2005		
Iowa Civil Rights Commission		Web Access - Ph 1 & Planning	Ph 1 work and Ph 2 planning - 5/11/05	Have finalized most Requirements; Reports still pending. Started screen mockups.	5/12/2005			
Dept of Commerce Alcoholic Beverages		Web Access – Implementation	7/13/2005	Coding of Internet functionality in progress. Beginning definition of reports.			7/13/2005	9/15/2005
Dept of Management		Electronic Local Budget Submission	Planning - 7/13/05	Newly approved project. Have not yet held formal kickoff.				

Completed Projects are listed on the next page.



Information Technology Enterprise - Completed Projects

Department		Project Number	Project Name	Approved	Status	Planning Start	Planning End	Coding Start
Campaign Ethics	IA-006-FY04-Ethics	WRS Public Access Improvements	11/3/03	Project is complete and has been moved into production.				
Dept. of Public Safety		Missing Person's Reports Online - Planning Phase	Planning - 9/10/04	Planning completed. Funding for implementation approved and will be reported under a new line item.	2-1-2005	1-May		
State Auditor's office		State audit reports online	Concept approval - 6/17/2004 Funding approved -9/10/04	Project completed and in production.				



Iowa Interactive – IOWAccess Project Status Report – July, 2005

Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Static Pages					
State Homepage	DAS-ITE	Ongoing	Changes are made on these pages every day.	We manage the site for the State. This includes consulting with the public and agencies in order to provide the necessary features for easy navigation and quality look for State functions.	Current
DAS (DAS main & State Accounting) webpages	DAS	Ongoing	Changes are made as requested	We provide graphics for the whole DAS site, but we have management responsibilities for the main page and the State Accounting Enterprise. We provide consulting services as requested.	Current
Professional Licenses Website	Dept. of Commerce	Ongoing	Changes are made as requested	We provide services for this site and work with them to maintain each site in conjunction with the applications which are being worked on for this agency.	Current
First Lady Vilsack's Website	First Lady Vilsack	Ongoing	Changes are made as requested	We provide full website services for this site. The First Lady's staff provides content. We implement based on their requests.	Current
Dept. of Education (ALMIS)	Education	7/2005	Completed	The Program has asked for rework to its site and graphics	
Dept of Human Rights Website	DHR	7/2005	Completed Design work awaiting approval from new director	We are rewriting the website for the Department of Human Rights. New look and feel and architecture are included. The change in the Director of the agency has caused them to delay going live. We believe that it will still be in early February.	Delayed by Agency
Civil Rights Commission Website	Civil Rights Commission	7/2005	Completed, final testing by agency	We are working on a new look and feel for the Civil Rights Commission for a new website.	



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Community Action Agencies	DHR	7/2005	Live	We completely redesigned the Department's website	
Insurance Division Website	Dept. of Commerce	7/2005	Live	We redesigned and harvested the Insurance Dept.'s website	
DNR Pleasant Creek Plan	DNR	7/2005	Completed		
Public Health-Childhood Fitness	DPH	7/2005	Live		
Elder Affairs	Elder Affairs	8/2005	Redesign	This department had asked for assistance in making their site 508 accessible. After some discussions they have asked for a complete redesign on their website. It is currently in process	
Administrative Rules Web Site	IDED	8/2005	Graphics and Architecture are being reviewed by Agency	IDED, in conjunction with many agencies, has requested a website which better explains and lays out administrative rules for businesses and the general public. The group working on this site has asked for some time as they are busy with the Legislative process.	Reworking the content on the pages
I-3 Website	DAS	8/2005	Design & layout completed, awaiting content	We have developed new graphics and an architecture for help with the I-3 Project	Delayed by Agency
DAS Website	DAS	8/2005	Update to site & Management structure	We have been asked to develop a new infrastructure and design elements for DAS Site. A new Public information officer has been hired. This project is on hold until the new PIO has an opportunity to get engaged with the project	Delayed by Agency
EIP Website	DAS	8/2005	Design	New structure to assist in managing the Site. A new PIO	Delayed by



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
			completed, review by agency	for DAS, this project has been put on hold.	Agency
Logos & Graphics	DAS	8/2005	Develop logos and Graphics as requested	We currently have three projects which are being worked on. Powered by DAS, A&A. We have been requested to hold these particular project until staff is available to review.	Delayed by Agency
Department of Education	DOE	8/2005	Redesign	We have been asked to begin a complete redesign project for their current website.	They have approved graphics
First Lady Vilsack's Website	Governor's Office	8/20057	Redesign	We have had preliminary talks about redesigning the website for the First Lady	
Utilities Board Division Website	Utilities Board	?	Initial meeting completed	The Utilities Board Division of the Dept. of Commerce is interested in working on a rewrite of their site but are working through some things internally before progressing with us.	Delayed by Agency
Cultural Affairs & Historical Society	Cultural Affairs	8/2005	Site Rewrite		
Youth Leadership Forum	Education	7/2005	Site Creation		
Iowa Youth Collaboration Program	Education	7/2005	Site Creation		
DPS	DPS	8/2005	Site rework		
Senior Citizens Site	Elder Affairs & agencies	8/2005	Site Creation		
Iowa Promise	Multiple	8/2005	Site redesign		



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
	Agencies				
Learning Supports	Education	8/2005	Site Creation		
Applications					
DLR Application	DOT & DAS-ITE	Ongoing	Completed	This application works with the Departments to provide Driver License Records to the qualified individuals for Insurance, Safety and other federally identified purposes.	Live
AG-Tuff Customer App	Attorney General	Maintenance	Completed	This application provides teachers with tips and a quiz to promote good consumer practices for students	Live
DOT – Tracs-Forum	Dept. of Transportation	6/2005	Completed Development	This application provides the Dept. of Transportation with some information on federally mandated practices and a forum to share information with other states involved with this program	Completed Development
DNR Wildlife	DNR	Maintenance	Completed	This application provides citizens with the ability to sign up for newsletters and get animal counts across the state.	Live
Pension Estimate	IPERS	6/2005	Completed Development	This application provides State employees with a form to fill out certain information and get an estimate of their pension should they retire.	Completed Development
Customer Database	DOT & DAS-ITE	6/2005	In Testing	This application is critical to the DLR application. It is currently housed on Iowa Interactive servers because of database unavailability in ITE's servers. We are converting it to a database system which can be provided on the ITE servers.	
Boards & Comm.	Governor's Office	6/2005	Completed Development	This application provides the general public with a searchable database on appointments to Boards & Commissions	Completed Development



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Museum Shop Catalogue	State Historical Society	7/2005	In Testing	This application is a catalogue service which allows for viewing and ordering of items in the State Historical Society's store.	
Google Search	ITE	Maintenance	Completed	New search engine for state page	Live
Professional Licenses Apps-Phase I	Dept. of Commerce	Maintenance	Completed	This application was a transfer to a web-based database application which provides more efficiency and possibilities to the Professional Licensing staff.	Live
Professional Licenses Apps-Phase II	Dept. of Commerce	Maintenance	Completed	This application provides an online search and renewal system for professional licenses.	Live
Professional Licenses Apps-Phase III	Dept. of Commerce	Maintenance	Completed	Searches, integration of 3rd party data, and mailing list are still on the list for development in this area.	Live
Professional Licenses Apps-Phase IV	Dept. of Commerce	Ongoing	Completed	This is the last adds to this project. This includes the cleanup and complete transformation of the current professional databases into the new applications and the online renewal process for all the other entities. Marketing of the applications is included.	Live
Public Meeting Calendar	All Agencies	Maintenance	Completed	This application provides a place for agencies to post public meetings and makes a centralized location for citizens to get government information.	Live
Pyxis Web Content Management System	All Agencies	6/2005	Completed Development	This application provides State agencies with a better way to manage their websites. It allows them to enter content while a template is created for them. It eliminates the need for software and html training by employees. It allows any number of persons to create content without the assistance of a web designer.	Live
First Lady	First Lady	5/2005		This project will provide a Bulletin Board posting and	Live



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Vilsack's Reading Bulletin	Vilsack			Forms for the First Lady's Summer reading project	
Accident Reports	DPS	7/2005	In Testing	Development of an online accident reporting system	In Testing
FADDS application	DHR	7/2005	In Testing	A database and online information collection will be enhanced for this program.	In Testing
Roads Condition image	DPS	7/2005	In Development	A rewrite of the application graphic are available for this site and no functional accessibility standards are lost	
Administrative Rules Application	Governor's Office	7/2005	In Testing	This is an application which is currently being discussed which may include a search function, a notification system, a commenting system, an electronic filing system and several other features. This application's parameters are still being discussed.	In Testing
Patrol Employment forms	DPS	7/2005	In Development	This will take existing employment forms and put them on the web and provide file for import by DPS	
Cabins Reservation	DNR	8/2005	Completed – In testing	This is a straight system to internally add cabin reservations.	In Testing
Campground Reservation System	DNR	8/2005	In Development	This application will start with the ability to provide cabins to be reserved online and then include a full campground reservation system in the future.	
Conference Registration System	All Agencies	8/2005	In Development	This application would provide a conference registration system that would be available by all state agencies. They would be able to create the site using a web tool and pay for registration online.	
Medical Examiners Database & apps	Medical Examiners	9/2005	In Development	Database and application development are on the list for this agency.	
Dentists Database & apps	Dentists	9/2005	In Development	Database and application development are on the list for this agency.	



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Central Credential System		9/2005	Requirements Gathering		
Grant Management System	GEMS	9/2005	Requirements Gathering		
Change of Address System	All Agencies	9/2005	Requirements Gathering		
Live Help	All Agencies	9/2005	Requirements Gathering		
Professional Licensure	Health		Requirements Gathering		



Update on Electronic Tax Administration Program

July 25, 2005

A successful implementation of the sales and use tax component marks the highlights of the July report. The department continues to receive numerous comments regarding the application as it is rolled out in early July. The acceptance of the application has surprised the agency in one respect, over 8,000 filers have taken advantage of the application to file for the June quarter even though the application is not required to be used for quarterly returns until the September quarterly return is filed. This far exceeds the acceptance of the withholding application in early 2005.

Design of two other components is being initiated with the department's vendor. The first will allow electronic payments for individual income and corporate income taxes. These payments include estimated payments made throughout the tax year and the final payment made at time of filing the tax return. The second application will receive and process data for motor vehicle fuel taxes. Both applications are planned for implementation at the beginning of calendar 2006.

e-Government Policy Research Project Update

July 25, 2005

For the e-government policy research project during the last month, we at the Public Policy and Administration Program (PPAP) have completed the final draft of the citizen survey report and worked on the third report.

- For the e-government citizen survey:
 - The major accomplishment is the completion of final draft for the IOWAccess Council's review.
 - The team analyzed data in several iterations to examine citizens' Internet use, e-government information and service use, financing options, and willingness to pay for online transactions with state agencies.
 - The team searched for national statistics to put Iowa's experience in the national context.
 - The team wrote several versions of the draft report and completed the final draft on July 11.
 - Dr. Chen presented the citizen survey results at the Council meeting on the 13th of July. Moreover, Dr. Chen shared the delivery schedule of promised reports with the Council. Since then, the PPAP team has been gathering inputs from IOWAccess Council members and ITE.

- For the final report:
 - The team created a report outline as the guide for research efforts.
 - The team began to compare and contrast findings from the business and citizen survey reports with the focus on demand and financing issues.
 - Additional research has been done on the best way for state agencies to make citizens and businesses aware of their online services as well as the competition among various service delivery channels (online included) as the preferred channel for citizens and businesses.

In the coming month, the PPAP team will complete the e-government citizen survey report for publication. Comments from the Council members will be addressed in the final report. Moreover, the PPAP team plans to complete the final draft of the third report for Council's review.



28E Project Update

July 25, 2005

- ✓ The major emphasis of the last month of activity has continued to be working with ITE and SOS on the system design. A series of communication with ITE and SOS were held to produce agreement on system design specifications. Hosting issues have been resolved by following the clauses of the original 28E agreement.
- ✓ ITE and SOS have been working closely to finalize details on the design of security and log-in features of the information system. We were informed on July 13 that these two offices are close to finalizing the details.
- ✓ We have begun creating the 28E website at ISU that will host the management reports, the survey results, and the GIS maps. These will be accessed through a link from the Secretary of State's website. The 28E database will reside completely on the SOS website, including filing of new 28Es and accessing the new 28E database.
- ✓ We have been preparing management reports for publishing on the ISU 28E Web site. They are being revised into final form. They will be published in the coming month.
- ✓ We continue to receive survey responses from a few more cities. They are responding to pleas at the March 18 ISAC-League-ISU workshop for more survey responses. These are being entered into the database and will be reflected in the final analysis.